**UNIFIED SAN DIEGO COUNTY
EMERGENCY SERVICES ORGANIZATION**

SITE EMERGENCY RESPONSE PLAN MODEL FOR BUSINESSES

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**SITE EMERGENCY RESPONSE PLAN MODEL
FOR BUSINESSES**

INTRODUCTION

The emergency planning process is comprised of four separate but interrelated phases, Hazard Identification/Mitigation, Preparedness, Response and Recovery. The Response phase should include procedures and actions for the protection of persons and property.

The following document is a model for assisting businesses with implementing those portions of the Response phase that address the protection of employees/visitors and buildings/facilities during an emergency.

The document has been written for businesses that have more than one location with the exception of the Evacuation Routes Schematics and Assembly Areas. Samples of Assembly Areas have been included for both a single building location as well as a site with multiple buildings. For small businesses with only one location, the document should be used with a single building location in mind. This document is comprised of three sections:

Section I consists of planning guidelines for development of a Site Emergency Response Plan.

Section II includes sample forms and schematics.

Section III consists of a simplified ready reference on emergency response procedures for the general work force and can be included in a separate section of a Company Telephone Directory. This resource is intended to advise employees as to the immediate steps to be taken if they are confronted with an emergency condition. This reference covers:

Fire	Evacuation
Earthquake	Power Outages
Flooding	Rolling Blackouts
Medical and First Aid Emergencies	After Hours Emergencies
Explosion	Violence in the Workplace
Bomb Threats	Light Search and Rescue
Domestic Terrorism	

SECTION I

SITE EMERGENCY RESPONSE PLAN GUIDELINES
FOR <u>XYZ COMPANY</u> FACILITIES

A.   GENERAL OPERATING POLICY

It is the policy of the Chief Executive Officer of **<u>XYZ Company</u>** to establish a strategic plan which provides uniform standard operating procedures for response to emergency conditions within Company-owned or controlled buildings. These standard procedures are designed to ensure the maximum protection of employees, visitors and property in the event of an emergency; and to ensure the preservation of organizational communications during emergency conditions.

Emergency conditions generally come under the following definitions:

>Fire
>Earthquake
>Flooding
>Medical and First Aid Emergencies
>Explosion
>Bomb Threat
>Domestic Terrorism
>Power Outages
>Rolling Blackouts
>After Hours Emergencies
>Workplace Violence
>
>Any other condition as defined by the C.E.O., appointing authority or Site Emergency Coordinator.

This Site Emergency Response Plan Model has been developed to assist Site Emergency Coordinators in the development of site specific Emergency Response Plans. This document is also designed to serve as an aid to **all Company Department Heads** in the execution of Site Emergency Response Plans (SERP's) and in the training of their employees in emergency preparedness and response procedures.

B.   SERP DEVELOPMENT RESPONSIBILITY

Upon receipt of the Site Emergency Response Plan guidelines, each applicable Company department will be responsible for developing, updating and implementing site-specific emergency response plans.

In facilities which are occupied by multiple departments, (e.g., Corporate Headquarters Building) the Chief Executive Officer will designate a "lead" department to be responsible as the Site Emergency Coordinator and for the development and implementation of the site-specific emergency response plan for the entire facility. For departments with numerous district facilities, the Department Head will be responsible for ensuring that each separate facility develops and implements a site-specific emergency response plan.

B.   SERP DEVELOPMENT RESPONSIBILITY (Continued)

Upon completion of the site-specific emergency response plan, each Site Emergency Coordinator is to retain a copy of the plan at the site pursuant to Title 8 of the California Code of Regulations (CAL/OSHA). In addition, a copy of the plan is to be provided to the appropriate Executive Vice President of the applicable department. All site-specific plans will then be centrally filed with the Safety Department to provide centralized information on the emergency planning process.

New Facilities - Relocations

When departments occupy new facilities (constructed, purchased or leased), the occupying department will be responsible for the development and implementation of a site-specific emergency response plan for that facility at the time of occupancy.

When departments are relocated to existing facilities the relocated department will be responsible for acquiring and disseminating Site Emergency Response Plan information to relocated staff.

C.   DEPARTMENT HEADS' RESPONSIBILITIES

All Company Department Heads are responsible for:

1.   Providing the requested number of Emergency Response Team Rep's to the Site Emergency Coordinator (SEC).
2.   Updating the Personnel Roster Form (Attachment 2) on a semi-annual basis and forwarding to the SEC.
3.   Ensuring that Department vital records, cash, negotiable items and other valuable documents as well as office equipment, are secured/locked prior to evacuation, safety and time permitting.
4.   Ensuring that their employees become familiar with the SERP and review the document on an annual basis.
5.   Ensuring that staff participates in any evacuation drills.

D.   SITE EMERGENCY COORDINATOR

The Site Emergency Coordinator (SEC) is responsible for the development of the Site Emergency Response Plan (SERP) and for coordinating the Plan with all Company Departments and other tenant departments at the site. The primary concern of the Site Emergency Coordinators is **the safety of all personnel and visitors. Site Emergency Coordinators and Emergency Response Team Members should always err on the side of safety.** The SEC is also responsible for:

1.   Coordinating operations with local fire/law enforcement officials, i.e., verifying that the fire department has been notified, etc.

2.   Selecting, training, and organizing an Emergency Response Team (ERT) for conducting emergency operations.

3.   Assignment of responsibility for shutdown of utilities to appropriate personnel and their alternates.

4. Directing and supervising the activities of building occupants during an emergency.

5. Collecting updated Personnel Roster Forms from Department Heads on a semi-annual basis and distributing to appropriate ERT Reps.

6. Conducting a minimum of one building evacuation drill per year. (See Attachment 1, Evacuation Drill Observation Report)

During an emergency situation, upon receiving situation assessment information, the SEC will determine action necessary to immediately control any dangerous areas or conditions and shall work closely with the ERT. This may include:

1. Calling 911.

2. Fire suppression (only if fire is small and only if safe to do so).

3. Fire confinement (closing all doors near or around location of fire).

4. Evacuation

5. Coordination of the shutdown of utilities through the cooperation/assistance of the Building Maintenance Engineers, if available.

6. Medical standby.

7. Supervising light rescue and first aid teams (see page 33 for Light Search and Rescue Guidelines).

8. Erecting barriers as necessary and securing the building.

9. Documentation via photographs/video.

10. Dissemination of information for release to the media, through the Company's Public Information Officer.

E.   GENERAL SITE EMERGENCY RESPONSE PLAN FORMAT

The following Site Emergency Response Plan guidelines enumerate the general content and elements that are to be included in each Site Emergency Response Plan. It is the responsibility of Department Heads or CEO designees for multiple occupancy sites, to apply each element to a site specific emergency response plan for facilities within their organization.

The Site Emergency Response Plan should be structured according to the following format. Each section is further detailed below.

I.   Building Specifics
II.   Plan Activation
III.   Evacuation Routes
IV.   Assembly Areas
V.   Emergency Response Team Responsibilities
       A.   General Responsibilities
       B.   Specific Responsibilities
VI.   Attachments
       1.   Emergency Response Team Listing
       2.   Emergency Call List
       3.   Evacuation Routes Schematic(s)
       4.   Assembly Areas

I.   Building Specifics

    A.   Address
    B.   Number of floors in building
    C.   Number of elevators and their location(s) as well as the number of stairwells. Include a statement that the elevators are <u>not</u> to be used during an emergency.
    D.   Statements as to the quantity and location of: fire alarms; smoke detectors; sprinklers; and/or a Public Address (PA) System.
    E.   Building Utilities: A description of the utilities in the building, their location and which individual, by position, will assume responsibility for shutdown of these utilities.

II.   Plan Activation

A description as to how the Plan will be initiated and communicated to ERT Rep's and department heads, i.e., that the Site Emergency Coordinator will normally make the decision to evacuate the building; the manner in which this information will be communicated to the Emergency Response Team (ERT) members and department heads (telephones; PA System; runners, etc.). Notification to team members will include information regarding the nature of the problem, whether or not time is available to secure valuables and the location of the assembly area.

Also include within this section procedures on how physically challenged persons will be assisted during emergencies.

Site Emergency Response Plan Format (continued)

III.   Evacuation Routes

        A.   Number of Exits in Building and their locations
        B.   Number of Stairwells and their locations
        C.   Designated exits/stairwells to be used for evacuation

IV.   Assembly Areas

A description of a minimum of two outside areas where employees/citizens can safely assemble after evacuating the building. Assembly areas should be at least 200 feet from the building.

V.   Emergency Response Team Responsibilities

The Emergency Response Team (ERT) consists of the Site Emergency Coordinator; a specific number of ERT Rep's; and **alternates** for each of the aforementioned.

The size of the building will determine how many ERT Rep's are required per floor, the rule of thumb being that evacuation orders should be completely disseminated and the area itself cleared of all personnel as rapidly as possible while, at the same time, controlling panic. The designated number of team members and alternates should be listed in this section.

Responsibilities for the Emergency Response Team Representatives (ERT Rep's) include the following functions:

1.   Situation Assessment; calling 911; and Notification to Site Emergency Coordinator (SEC). **Note: Team Members should always err on the side of safety.**
2.   Alert/Warning to building occupants.
3.   Directing of occupants to exits/stairwells.
4.   Assisting Physically Challenged Persons.
5.   Final Search of Floor for any remaining occupants.
6.   Ensuring shutdown of utilities, if necessary.
7.   Roll call at Assembly Area and Notification to SEC of any employees not accounted for. (See Attachment 2, Personnel Roster Form)

In addition, consideration should also be given to the function of First Aid Administration.

        A.   The following **GENERAL** Responsibilities should be included at a minimum:

                1.   Be completely familiar with the floor arrangement, the number of floor tenants, the location of floor exits, stairwells and where they lead.

                2.   Maintain current file of Personnel Roster forms (which includes designations of physically challenged persons).

                3.   Take necessary action to prevent panic.

Site Emergency Response Plan Format (continued)

4. Assure that all persons on the floor are notified of the emergency and are relocated to assembly areas.

B. **SPECIFIC** Responsibilities for each ERT Rep should be developed according to the layout of the building and the number of ERT Reps assigned.

NOTE: In assigning letters to ERT Reps for identification purposes, for a one story building, if you have two Reps, they would be identified as Rep A and Rep B. If you have two stories or more, with two Reps per floor, they would be identified as: First Floor: Rep A-1 and Rep B-1; Second Floor: Rep A-2 and Rep B-2, etc.

Example:
Rep A-1

1. Upon receiving the evacuation order from the SEC, will announce the evacuation order to all occupants within the immediate vicinity.

2. Will direct all persons to the designated exit.

3. Will assume a position at the exit door **(IDENTIFY WHICH EXIT IT IS)** and direct all persons to the assembly area.

4. Will stand by to assist other ERT Rep's as necessary.

5. After the majority of persons have evacuated, will proceed to the assembly area and begin roll call immediately and report status to SEC.

Rep A-2

1. Upon notification of the evacuation, will announce the evacuation order in each individual office/room.

2. Will then conduct a final search of the area/floor, checking all offices/rooms, making sure all persons have evacuated. Individual offices/rooms to check consist of (LIST EACH OFFICE/ROOM IN THE AREA/FLOOR, IN THE ORDER THAT THEY WOULD BE CHECKED i.e., Restrooms, storage room, lunch room, supervisors' offices, etc.)

3. Will assist in any other way necessary and then proceed to the assembly area to aid other ERT Reps as needed.

VI. Attachments

1. Emergency Response Team Listing
2. Emergency Call List
3. Evacuation Routes Schematic(s)
4. Assembly Areas

SECTION II

The SERP model includes the following sample forms/documents for your reference and use.

Attachment 1 - Evacuation Drill Observation Report
Attachment 2 - Personnel Roster
Attachment 3 - Emergency Response Team Listing
Attachment 4 - Emergency Call List
Attachment 5 - Evacuation Routes Schematic
Attachment 6 - Uniform Evacuation Symbols
Attachment 7 – Sample Assembly Area Sites for Single Building
Attachment 8 – Sample Assembly Area Sites for Multiple Buildings
Attachment 9 – Sample Assembly Area Description

Evacuation Drill Observation Report

Location Name		Department	Observer			
Date of Evacuation Drill		**Floor/Area Observed**	**Designated Assembly Area**			
	Alarm Sounded	**Evacuation Order Received**	**Floor/Area Cleared**	**Last arrival at Assembly Area**	**Roll Completed**	**"All Clear"**
Timing						

Critique Points
1. Method(s) used to summon Response Team
2. Method(s) used to alert occupants
3. Cooperation of occupants
4. Team's control of occupants
5. Team's execution of responsibilities
6. Effectiveness of communications
7. Areas where P.A. system was not heard
8. Exits/hallways blocked?
9. Elevators secured?
10. Utilization of equipment (team member equipment, etc.)
11. Doors closed?
12. Restrooms checked?
13. Did everyone take their keys/purses?
14. Anyone drinking beverages or smoking while exiting the building?
15. Efficiency of roll call
16. Effectiveness of scenario, if applicable
17. General attitude of participants
General Observations/Problems Encountered

ATTACHMENT 2

Personnel Roster

Location Name		Location Number

To Be Completed By Department Head	**Team Members To Complete After Evacuation**

Date of Roster Update	Department	Team Member

Department Head		Department

Total # of Employees	Floor	Floor	Phone Number

Completed By	Phone Number	Date of Evacuation	o Drill	o Emergency

List alphabetically and use additional sheets if necessary. Specify if employee is disabled or CPR/First Aid trained (if so, list phone number) by using appropriate code(s): W-wheelchair; B-blind; D-deaf; I-injured; P-pregnant; HC-heart condition; O-other; CPR-cpr; FA-first aid certified.	Team member is to call roll at assembly area and check off those present. For non-participants, specify reason under Employee Signatures (absent, vacation, phone coverage, etc.) or "NAF" (not accounted for). Signatures below indicate individuals participated in evacuation on date listed above. Participation by disabled persons in practice drills is voluntary.

Employee Name	Disability/ CPR/ First Aid Certified	Phone Number	Ü	Employee Signature (Obtained during drills)

Update semi-annually and submit two copies to Site Emergency Coordinator.	Signatures of participants to be obtained by team member within 24 hours following evacuation drill. Signed roster is then to be forwarded to Site Emergency Coordinator.

ATTACHMENT 3

Emergency Response Team Listing

Date	Location		Floor	Mail Stop

	Name	Department	Job Title	Phone Number
Site Emergency Coordinator				
Site Emergency Coordinator Alternate				
Asst. Site Emerg. Coordinator (Optional)				
Asst. Coord. Alternate				
Rep. A				
Rep. A Alternate				
Rep. B				
Rep. B Alternate				
Rep. C				
Rep. C Alternate				
Rep. D				
Rep. D Alternate				
Rep. E				
Rep. E Alternate				
Rep. F				
Rep. F Alternate				
Rep. G				
Rep. G Alternate				

1/15/03

<u>**EMERGENCY CALL LIST**</u>

BUILDING: _____

LOCATION: _____

DEPARTMENT: _____

SECTION: _____

FLOOR: _____

IN CASE OF EMERGENCIES CALL:

Site Emergency
Coordinator _____ Phone _____

Alternate
Coordinator _____ Phone _____

Site Command
Center (Location): _____ Phone _____

Alternate Command
Center _____ Phone _____

Local Police Phone _____

Fire Department Phone _____

Emergency Ambulance Phone _____

Hospital Phone _____

Bomb Team (Sheriff/Police Department) Phone _____

Facility Maintenance Manager Phone _____

Risk Administration Phone _____

Loss Prevention Phone _____

Industrial Medical (Workers Comp.) Phone _____

EVACUATION ROUTES SCHEMATIC

SAMPLE ONE-STORY BUILDING

NORTH EXIT

Men's Room	Supply Room	✚ ⊠ Elevator	Lunch Room
Women's Room	Conference Room	Library	
Reception	Office	Office	Office ✳

N ⬆

SOUTH EXIT
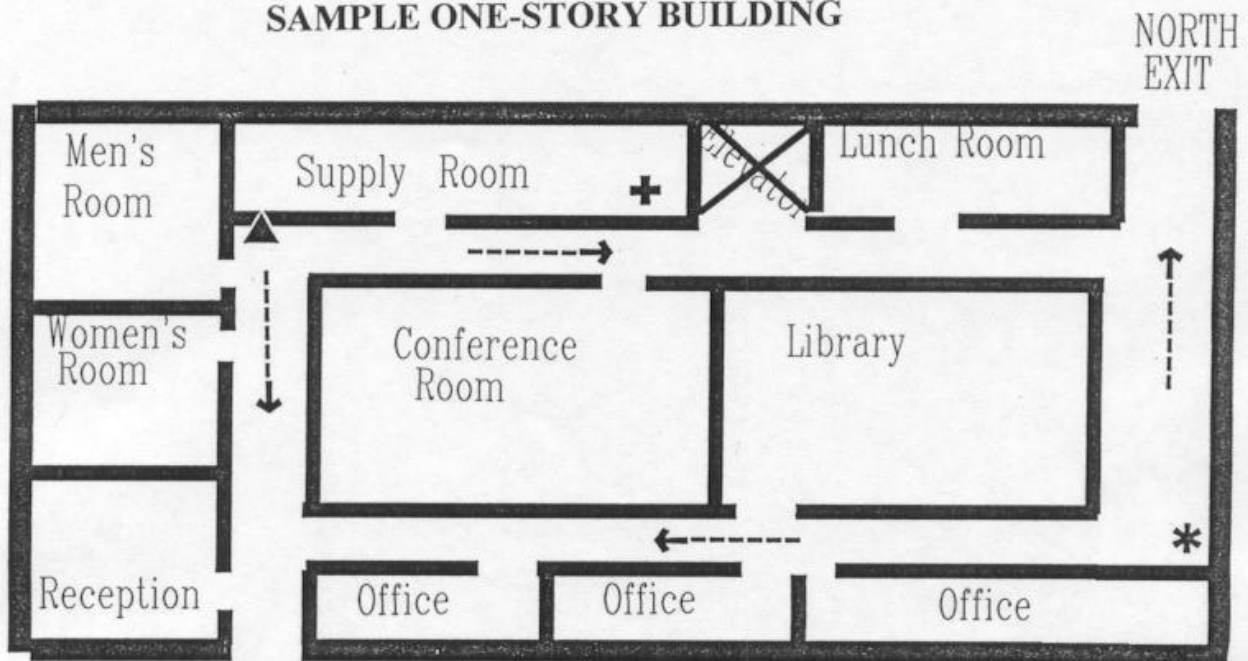
ELEVATOR:	⊠	FIRE EXTINGUISHER:	▲
EVACUATION ROUTE:	------▶	SURVIVAL SUPPLIES	✚
FIRE ALARM:	✳	STAIRWELL/STAIRWAY	ⅢⅢ▶

1/15/03

**UNIFORM EVACUATION
SYMBOLS**

For purposes of uniformity throughout all locations, the following symbols should be used in preparing schematics of floor plans, etc.

ELEVATOR:

EVACUATION ROUTE:
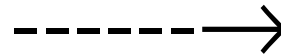
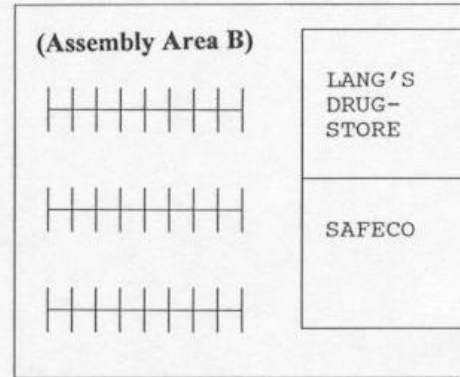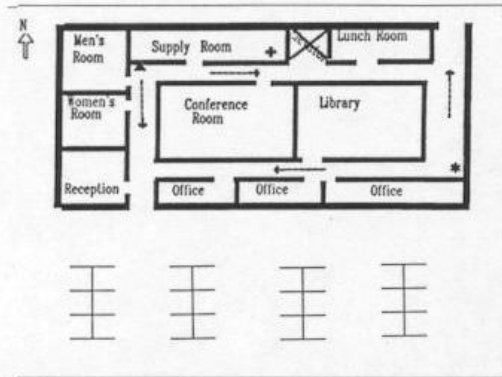FIRE ALARM:

FIRE EXTINGUISHER:

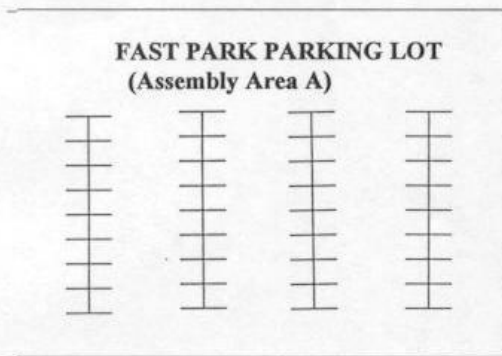STAIRWELL/STAIRWAY:

SURVIVAL SUPPLIES:
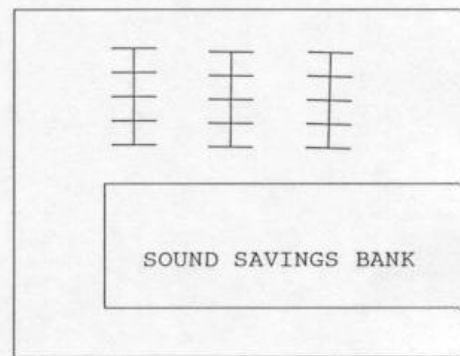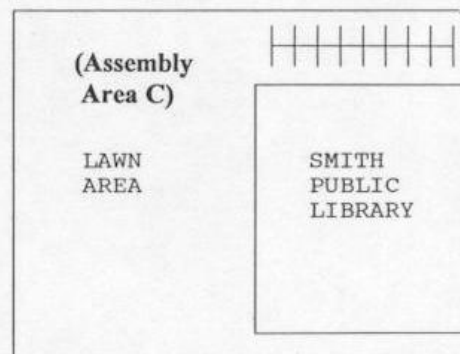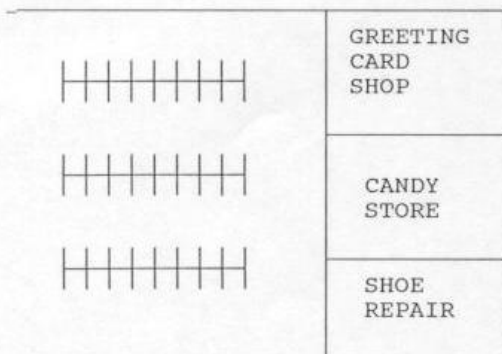
SAMPLE ASSEMBLY AREA SITES
FOR SINGLE BUILDING

Assembly Area Sites:

Assembly Area A:	Fast Park Parking Lot
Assembly Area B:	Lang's/Safeco Parking Lot
Assembly Area C:	Smith Public Library Lawn Area

SAMPLE ASSEMBLY AREA SITES FOR MULTIPLE BUILDINGS

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┌──────────────────────────────────────────────┐
│                                                │
│  ┌──────────────┐   ┌──────────┐   ┌────────┐ │
│  │      3       │   │          │   │        │ │
│  └──────────────┘   │    2     │   │   1    │ │
│                     │          │   │        │ │
│                     │          │   └────────┘ │
│                     └──────────┘              │
│                             Assembly Area      │
│                                Sites:          │
│  ┌──────────────┐                              │
│  │      4       │                    1         │
│  └──────────────┘                              │
│                                2               │
│  ┌──────────────────┐                          │
│  │                  │              3           │
│  │        5         │                          │
│  └──────────────────┘                 4        │
│                                                │
│                                 5              │
│                                                │
└──────────────────────────────────────────────┘
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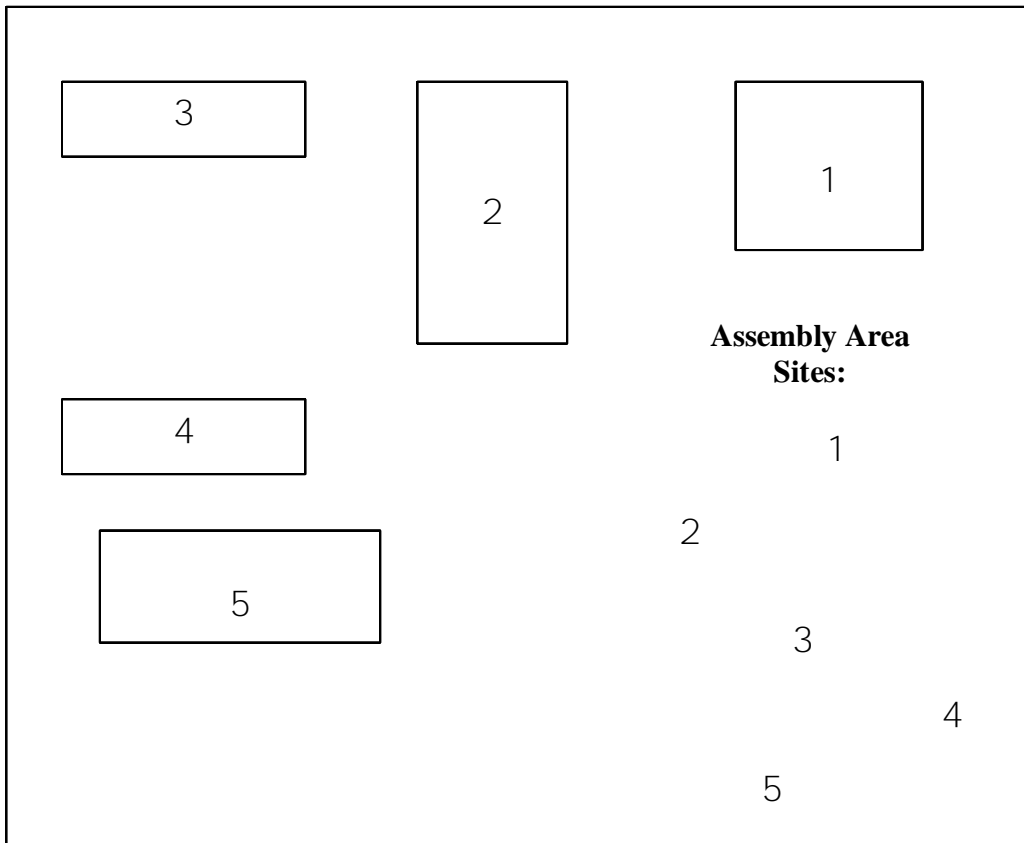
ASSEMBLY AREA SITES:

1   Administration
2   Engineering
3   Real Estate
4   Personnel
5   General Services

**SAMPLE
ASSEMBLY AREA DESCRIPTION**

DEPARTMENT	LOCATION
Administration	West of Building 2 near center median.
DGS Space & Fiscal	West of Building 2 near center median.
Architecture & Engineering Division	Adjacent to bike lockers on Southwest corner of Building 2.
Real Property Division	Adjacent to bicycle lockers Southwest of Building 2.
DGS Personnel	Adjacent to the flag pole on the west side of Building 2.
Purchasing & Contracting	Adjacent to the flag pole on west side of Building 2.
Facilities Services Division	Northwest of Building 2 near center median.

- DO NOT STAND IN ROADWAY -

SECTION III

In addition to the Site Emergency Response Plan Model described above, a simplified ready reference on emergency response procedures for the general work force is included below. This resource is intended to advise employees as to the immediate steps to be taken if they are confronted with an emergency condition.

EMERGENCY RESPONSE PROCEDURES
(For Quick Ready-Reference)
(A copy of these procedures should be available at each employee work station.)

TABLE OF CONTENTS

EMERGENCY RESPONSE PROCEDURES
FOR EMPLOYEES IN COMPANY FACILITIES

A.   FIRE

Upon discovering a fire (or smoke) employees should:

1.   Remove anyone in immediate danger and confine the fire by closing door(s).

2.   Sound Alarm.

3.   Notify the Fire Department.***** (Dial 911)

4.   Notify the Emergency Response Team Representative and the Site Emergency Coordinator.

5.   Remain calm - avoid panic.

6.   Attempt to extinguish the fire **only** if it is small and **only** if safe to do so.

7.   If the fire cannot be immediately extinguished, commence evacuation procedures and notify Site Emergency Coordinator of action. Leave all areas of the building affected by smoke or fire.

8.   Know location of exits - do not use elevator(s).

9.   Make sure all doors leading to main hallways from all offices are closed to prevent further spread of fire.

10.   Don't break windows to vent smoke.

*   Give the following information:

    a.   Name of building or Company office.
    b.   Address and nearest cross street.
    c.   Floor number, suite number, etc.
    d.   What is burning (electrical, trash, etc.)
    e.   **Do not hang up!** Let the person you are talking to, end the conversation. Other information may be needed.

B.   EARTHQUAKE

In the event of an earthquake:

1.   If inside a building, stay there.

2.   Take shelter under a sturdy desk or table; or move to an inside corner, inner wall or hallway. Protect your head and neck with your arms.

3.   Avoid dangerous locations such as areas near windows, filing cabinets, bookcases, skylights and overhead fixtures.

4.   Keep calm and await emergency instructions. DO NOT PANIC.

5.   DO NOT USE TELEPHONE UNLESS YOU ARE REPORTING A LIFE-THREATENING emergency.

IF EVACUATION IS ORDERED:

1.   Evacuate as instructed by Emergency Response Team Reps.

2.   Beware of falling debris or electrical wires as you exit.

3.   Proceed to assembly area.

4.   Take precautions against aftershocks.

5.   Follow emergency instructions.

C.   FLOOD EMERGENCY PROCEDURES

DURING THE STORM

-Avoid areas that are subject to SUDDEN FLOODING.

-Do not try to CROSS a FLOWING stream where water is above your knees. Even water as low as 6 inches deep may cause you to be swept away by strong currents.

-Do not try to DRIVE over a flooded road. This may cause you to be both stranded and trapped.

-If your CAR STALLS, ABANDON IT IMMEDIATELY and seek higher ground. Many deaths have resulted from attempts to move stalled vehicles.

-DO NOT TRY TO ENTER FLOODED AREAS BLOCKED OFF BY LOCAL AUTHORITIES.

-Avoid unnecessary trips. If you must travel during the storm, dress in warm, loose layers of clothing. Advise others of your destination.

C.   **FLOOD EMERGENCY PROCEDURES** (continued)

-Use the telephone ONLY for family emergency needs or to report dangerous conditions.

-Tune to local radio or television stations for emergency information and instructions from local authorities.

AFTER THE STORM

-DO NOT TURN GAS BACK ON YOURSELF. Rely on utility crews.

-Do not use fresh foods or canned goods that have come in contact with flood waters.

-Follow local instructions regarding the safety of drinking water. If in doubt, BOIL or PURIFY water before drinking.

-Avoid disaster areas; your presence could hamper rescue and other emergency operations, and you may be in danger.

-DO NOT HANDLE LIVE ELECTRICAL EQUIPMENT in WET AREAS. If electrical equipment or appliances have been in contact with water, have them checked before use.

-AVOID DOWNED POWER LINES and broken gas lines: Report them IMMEDIATELY to the electrical or gas company.

-Use flashlights, NOT lanterns, matches or candles to examine buildings; FLAMMABLES may be inside.

-Stay tuned to radio or television for information and instructions from local authorities.

D.   **MEDICAL AND FIRST AID EMERGENCIES**

   In the event of serious illness or injury:

1.   Call **911** to obtain the Fire Department, Paramedics, or ambulance service. If unavailable, due to region-wide disaster, request assistance from on site first aid personnel, if available.

2.   Notify the Site Emergency Coordinator.

3.   Do not move victim unless absolutely necessary.

4.   First aid personnel should initiate first aid action as necessary.

5.   Notify Department of Human Resources, Risk Management Division.

D.   MEDICAL AND FIRST AID EMERGENCIES (continued)

In the event of minor injuries:

1.   Initiate immediate first aid action as necessary.

2.   Summon assistance and notify first aid personnel and the Site Emergency Coordinator.

3.   Have the injured report to:

a.   The closest approved medical provider

b.   Emergency Room, nearest Hospital

In the event of any injury, follow Company procedures for reporting injury.

E.   EXPLOSION

In the event of an explosion in the building, employees should perform the following actions:

1.   Take cover that will give protection from flying glass or debris.

2.   Notify the Fire Department.***** (Dial 911)

3.   Notify Site Emergency Coordinator.

4.   After the effects of the explosion have subsided the Site Emergency Coordinator will determine if evacuation is necessary.

5.   Upon leaving the building, proceed to assembly area(s) and await instructions.

6.   Make certain building is secured if the order is given to vacate the premises.

* Provide the following information:

1.   Name of building or Company office.
2.   Address and nearest cross street.
3.   Floor number, suite number, office number.
4.   Describe the condition clearly and accurately.
5.   **Don't hang up!** Let the person you are talking to, end the conversation. Other information may be needed.

F.   BOMB THREAT

If a bomb threat is received by **phone**, use the **Bomb Threat Checklist** on Page 26 and attempt to get information from the caller by asking:

1.   When is the bomb going to explode?
2.   Where is the bomb right now?
3.   What does it look like?
4.   What kind of bomb is it?
5.   What will cause it to explode?

TRY TO KEEP THE CALLER ON THE PHONE AS LONG AS POSSIBLE!

Using the attached **Bomb Threat Checklist**, record the following information:

1. Time of call.   4. Age, sex, adult or child.
2. Date of call.   5. Speech pattern, accent.
3. Exact words of person.   6. Background noises.

Employees receiving a bomb threat should then **notify the Site Emergency Coordinator.**

If a bomb threat is received by **mail** the employee should:

1.   Not handle the letter, envelope or package.
2.   **Notify the Site Emergency Coordinator.**
3.   Site Emergency Coordinator will preserve the evidence for law enforcement officials.

WHEN A BOMB THREAT IS RECEIVED ! !

1.   Be CALM and COURTEOUS, **DO NOT** interrupt the caller.

2.   If possible notify someone else by prearranged signal to listen in on the conversation while the caller is on the line.

3.   Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the caller. Ask the caller why he/she is doing this and ask the caller their name …. they may just tell you.

4.   If the caller does not indicate the location of the bomb or the time of possible detonation, you should ask him/her for this information.

5.   Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent persons.

6.   Pay particular attention to peculiar background noises such as motors running, background music and any other noise which may give a clue as to the location of the caller.

7.   Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments. Immediately after the caller hangs up, fill out the form and then report to the person designated by management to receive such information. Since Law Enforcement personnel will want to talk firsthand with the person who received the call, they should remain available until officers arrive.

8.   Report this information immediately by dialing 9-1-1.

If a suspicious object is discovered the employee should:

1.   Never attempt to touch, move or open the object.
2.   **Notify Site Emergency Coordinator.**
3.   If a decision is made to evacuate the area/building, everyone should keep calm and **all** employees should search their immediate work area prior to exiting the building.
4.   Attempt to find possible owner of object.
5.   Await further instructions from law enforcement officials.

BOMB SEARCH

It has been found that the safest method for handling a bomb threat is to institute a search by the occupants immediately after the receipt of threat. While the occupant search is progressing, the Emergency Response Team (ERT) will search evacuation routes in order to assure safe passage of occupants from the building in the event evacuation is necessary.

> THE EMPLOYEE SEARCH IS THE ONLY METHOD BY WHICH IT MAY BE DETERMINED IF THERE IS A SUSPICIOUS OBJECT IN THE AREA. LAW ENFORCEMENT OFFICIALS CANNOT DETERMINE WHAT BELONGS IN YOUR WORK AREA AND WHAT DOES NOT, I.E., WHICH BOX/BRIEFCASE, ETC., SHOULD BE CONSIDERED SUSPECT AND WHICH SHOULD NOT. DURING A SEARCH YOU ARE ONLY <u>LOOKING</u> FOR SOMETHING THAT SHOULDN'T BE THERE AND IF SOMETHING IS FOUND, THERE IS ONLY ONE REQUIREMENT:
>
> **REPORT THE LOCATION OF THE SUSPICIOUS OBJECT TO THE SITE EMERGENCY COORDINATOR.**

Building maintenance personnel will search those areas assigned to the building maintenance, such as mechanical equipment rooms, roof tops, elevator shafts, and grounds and will report results to the Site Emergency Coordinator.

Building occupants are responsible for searching only their immediate work areas and will report results of their search to ERT Rep's who will direct office searches.

BOMB THREAT (continued)

BOMB SEARCH (continued)

Emergency Response Team Reps are responsible for searching all public areas (other than employee work areas) to include rest rooms, storage rooms, lunch rooms, lobbies, hallways, stairwells, elevators, and evacuation routes.

WHAT TO LOOK FOR:

Explosives can be packaged in a variety of containers.

Most likely, it will be camouflaged. The container is likely to be a common article, such as a box, a grocery bag, athletic bag, briefcase, suitcase, flight bag, mail bag, etc. Look for the unusual or alien surroundings.

Anything that does not belong, or whose nature and presence cannot be adequately explained, is a suspicious object.

When a suspicious object is located, **DO NOT** touch, move or disturb the object in any manner.

1.   Get a good description of the object:

         Size, color, markings, is it ticking?

2.   Get exact location of object:

         Building, floor, room number, and location within the room.

3.   **Call the Site Emergency Coordinator** for further instructions and stand by to assist the ERT in clearing all people from the immediate area. The Site Emergency Coordinator will notify Bomb Squad, Police, and/or Sheriff.

After each assigned area has been searched, the Emergency Response Team will report to the Site Emergency Coordinator.

Words and phrases such as BOMB, BLOW-UP, EXPLOSION, ETC., can produce panic. To clear visitors from a building, more acceptable phrases should be used, such as --- "we have an emergency in the building, it is necessary that everyone move out according to plan, right away - this is not a drill" or "please clear the building immediately, we have an emergency - this is not a drill."

BOMB THREAT CHECKLIST

Exact time of call: ───────────────────────────────────────

Exact words of caller: ──────────────────────────────────────

QUESTIONS TO ASK:

1.   When is bomb going to explode? ──────────────────────

2.   Where is the bomb? ──────────────────────────────

3.   What does it look like? ───────────────────────────

4.   What kind of bomb is it? ─────────────────────────

5.   What will cause it to explode? ────────────────────

6.   Did you place the bomb? ──────────────────────────

7.   Why? ─────────────────────────────────────

8.   Where are you calling from? ──────────────────────

9.   What is your address? ────────────────────────────

10.   What is your name? ───────────────────────────────

CALLER'S VOICE (circle):

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If the voice is familiar, whom did it sound like? ──────────────────────

Were there any background noises? ─────────────────────────────

Remarks: ──

──

Person receiving call: ───────────────────────────────────────

Telephone number call received at: ──────────────── Date: ────────────────

Report call immediately to your local law enforcement.

G.   DOMESTIC TERRORISM

Each of us needs to be prepared for the possibility of a terrorist incident in the community in which we work. Employees need to report any suspicious activities to the San Diego FBI office at (858) 565-1255.

Response to a terrorist attack is dependent upon the type of attack.

1.   Explosion with a resulting fire:

Remain calm. Take cover under a desk or sturdy table if ceiling tiles, bookshelves, their contents, etc. begin to fall. Exit the building as quickly as possible.

If there's a fire: Stay low to the floor at all times and exit the building as quickly as possible. Heavy smoke and poisonous gases collect near the ceiling first.
Use a wet cloth to cover your nose and mouth.
Use the back of your hand to feel closed doors. If the door is not hot, brace yourself against the door and open it slowly. Do not open the door if it is hot. Seek another escape route.
Use appropriate fire exits, not elevators.

2.   If you are trapped in debris:

If possible, use a flashlight or whistle to signal rescuers regarding your location.
Stay in your area so that you don't kick up dust. Cover your mouth with a handkerchief or clothing.
Tap on a pipe or wall so that rescuers can hear where you are.
Use a whistle if one is available. Shout only as a last resort—shouting can cause a person to inhale dangerous amounts of dust.

3.   If there is a **chemical attack**, evacuate the building and then call 911.

4.   If there is a suspected **biological attack**, such as an envelope containing a powdery substance, follow the procedures listed below:

    a.   Don't panic.
    b.   Do not shake or empty the contents of any suspicious envelope or package.
    c.   Place the envelope or package in a plastic bag (such as a plastic trash can liner) or some other type of container to prevent leakage of contents.
    d.   If you do not have a plastic bag or container or if the contents have spilled, cover the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove the cover. Leave the room and close the door and keep others away from the area.
    e.   Wash hands with **soap and water** to prevent spreading any powder to your face.

G.   DOMESTIC TERRORISM (continued)

f.   Call 911 and report the incident to the Site Emergency Coordinator.

g.   If the powder has spilled on you, remove contaminated clothing as soon as possible and place in a plastic bag or other container that can be sealed. This bag of clothing should be given to emergency responders for proper handling.

h.   **Shower** with **soap and water** as soon as possible. *Do not use bleach or other disinfectant on your skin.*

i.   List all people who were in the area when the suspicious letter or package was recognized. Give this list to local public health and law enforcement officials for follow-up investigations.

HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS

Some characteristics of suspicious packages and letters include the following…

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as "Personal" or "Confidential"
- Shows a city or state in the postmark that does not match the return address

PROTECTIVE ACTIONS

Protective actions are actions we take to safeguard our family members and ourselves from harm. The most common emergency protective actions are evacuation and shelter-in-place. Evacuation means to leave the area of actual or potential hazard. Shelter-in-place means to stay indoors. This includes additional precautions such as turning off air-conditioning, ventilation systems and closing all windows and doors.

WHAT SHOULD YOU DO?

Remain calm. Be aware of your surroundings and stay informed. If an evacuation is ordered, follow the instructions of local officials regarding evacuation routes and the location of shelters. If shelter-in-place is recommended, local officials will provide instructions on necessary actions. Do not leave your sheltered location or return to the evacuated area until it is deemed safe to do so by local officials.

H. EVACUATION

1. When evacuation is determined necessary by the Site Emergency Coordinator or local authorities, employees will evacuate the building or portions thereof, in accordance with the Site Emergency Response Plan (SERP). All building occupants should evacuate in a quiet manner, using the predesignated exits in the SERP or as advised. Maps on bulletin boards and other locations shall indicate designated exits and evacuation routes.

2. Evacuation of physically challenged personnel will be given the highest priority in all emergencies. They will be evacuated by the most expeditious and safe means available and as specified in the SERP, Section II - Plan Activation. This could mean holding a small group of physically challenged personnel at or near the stairwell or elevator until emergency help arrives, or it may become necessary to move them away from the immediate area to a safer location.

3. When evacuating, employees and visitors should walk, remain quiet, use handrails and follow all other emergency instructions from the ERT. Women wearing high heels should use extra caution when evacuating via stairwells.

4. Upon exiting the building, employees will proceed to their predetermined assembly areas or as otherwise instructed. Floor maps of the building should specify assembly areas. Visitors should follow the directions given by the ERT Reps.

5. After evacuation is completed, predesignated ERT Reps will proceed to the assembly area and begin roll call and report status to the Site Emergency Coordinator. Roll call will assist in determining if anyone has been left in the building.

   ERT Reps will prevent entrance into the building until after the emergency is over by instructing all persons at the assembly area to remain until an "all clear" signal has been issued by the Site Emergency Coordinator.

6. When the emergency is concluded, the Site Emergency Coordinator will issue an "all clear" signal and the ERT Reps will notify employees to return to the building. An "all clear" signal generally indicates that all personnel have evacuated the building, roll call has been completed and that it is now safe for employees to re-enter the building.

EVACUATION CHECKLIST:

Make certain that:

1. Notification of the emergency has been communicated. This would include notice to the Site Emergency Coordinator, Fire or Police Departments, Plant Maintenance, switchboard operator, etc.

2. Exitways are clear at all times and properly signed or marked, and that emergency lighting will be sufficient any time the building is occupied.

H.   EVACUATION (continued)

3.   Everyone leaves the building and is accounted for. Strict adherence to the Site Emergency Response Plan (SERP) is necessary in order that the maximum number of people can be safely moved from the building in the shortest possible time.

4.   All valuables are secured and that doors are closed. In case of building abandonment, all outside doors should be locked.

5.   Your posted SERP includes a lay-out of your section of the building, showing all exits, fire extinguishers, and alarms if you have a manual alarm system.

After the Evacuation

When the emergency is over, the Site Emergency Coordinator, will advise employees (first) and later the public, when it is safe to re-enter the building. This determination will be made in consultation with the police, fire department, department head, or other Company officials.

In the event the building cannot be "safely" occupied after an emergency, employees will wait for instructions from their department heads regarding alternate reporting locations or release from reporting.

I.   POWER OUTAGES

The delivery of electrical power to Company facilities could be interrupted at any time. Depending on the circumstances, a loss of electrical power may or may not become an emergency situation. Regardless, the building's Site Emergency Coordinator should be contacted. A determination should be immediately made about the outage so that the proper persons are notified and certain safeguards are taken. The following steps should be taken:

1.   Check to see if the entire building is without power or just certain sections are involved.

2.   If the entire building is without power, check to see if neighbors have electrical power.

3.   Contact San Diego Gas and Electric Company if your building and others around you are without electricity and try to determine how long the outage will last.

4.   If the problems are internal in your building, contact the building maintenance section and the Safety Office.

5.   The Emergency Response Team (ERT) is to check all sections of the building for persons that may be unable to exit certain areas because of insufficient lighting.

6.   Have employees stand by in a "safe zone" until it is known how long the power outage is expected to last.

7.   Do not panic - Do not use an open flame.

I. POWER OUTAGES (continued)

Elevator Procedures During Power Outages

1. ERT Rep(s) are to check all elevators to determine if anyone is trapped in a car.

2. If any riders are trapped, the ERT Rep notifies the Site Emergency Coordinator by messenger of location of stopped elevator, how many riders trapped, and any known injuries, and if building maintenance staff or the Fire Department is needed, etc.

3. If car is stuck at floor level:

   ERT Rep may call maintenance staff for assistance, or if unavailable, request assistance from additional ERT Rep's to attempt to pry the door open to release riders.

4. If car is stuck between floors:

   ERT Rep should wait for and assist Fire Department personnel in removing riders from between floors.

J. ROLLING BLACKOUTS

When the power is out for an extended period of time, citizen requests for fire, police, medical, and other public services will begin to mount. At some point, the increased demand for services could result in delayed response times. For this reason, all employees should learn to be self-reliant in an emergency. And even though power outages may only last a few hours, we should be prepared to be without assistance for 72 hours or longer.

1. See if the lights in the area are off. Contact the local electric utility to report an outage.

2. Power Lines. If you can see any power lines on the ground, stay at least 10 feet away from them as electricity might still be flowing through the lines.

3. Sensitive Appliances. Protect appliances from possible power surges when electricity is restored. Unplug appliances and computers, if possible, and turn off non-essential lights.

4. Keep Food Cold. Keep refrigerator and freezer doors closed as much as possible to help prevent food spoilage. Refrigerated foods should remain safe to eat for four hours. Food in a closed freezer can stay frozen for up to two days. If in doubt, throw it out.

5. Water. Discontinue non-essential water usage. Do not drink cloudy or dirty water. Don't be alarmed if chlorine level is higher than normal. Notify water officials of low or no water pressure.

6. Stay Cool. During hot days, stay cool indoors and drink plenty of fluids.

J.   ROLLING BLACKOUTS (continued)

7.   Generators. Check with the Building Maintenance Department on establishing independent, short-term power supplies such as generators or battery-operated devices. Determine from General Services their procedures for operating generators at your building/facility.

8.   Monitor Radio and Television. Monitor battery operated radio or television for current information on the outage.

9.   Anticipate Traffic Delays. Intersections should be treated as four-way stops when traffic lights are out. Anticipate long traffic delays in areas where the power is out.

K.   AFTER HOURS EMERGENCIES

In the event an emergency occurs during the evening, nighttime, or holidays, notify the Security Office, the Site Emergency Coordinator and the local police or fire department, if appropriate. Each Department should have an after hours emergency contact list as well as reporting procedures for staff.

L.   VIOLENCE IN THE WORKPLACE

Violence in the work place is increasing and must be considered carefully as to what type of threat leads to what type of response. There are two basic categories of threats, one is "Implied" the other is "Real".

1.   IMPLIED THREAT: A threat of a return promised visit to "get even" or to harm.

a.   This type of threat should be evaluated very carefully as to the emotions at the time of the threat or the cause of the threat. This type of threat could easily escalate into violence. Precautions should be taken to avoid a one on one confrontation after a threat is received from a potentially dangerous individual. Always notify your supervisor and department management of personal threats.

b.   If appropriate, your personnel section may request an evaluation of the "aggressor's" personal employment history from the Department of Human Resources to assist in departmental evaluation of the incident. A senior supervisor or manager should interview the people who work directly with the potential aggressor to acquire information such as: Does the person have ready access to weapons; has the individual been openly vocal about personal problems or work problems or been making open threats. If the threat is considered to be real, law enforcement should be notified immediately by the Department Personnel Officer. Personnel should provide the Police with as much information as possible about the person making the threat and why. Local law enforcement should be notified by your personnel section if it is felt there is immediate danger and protection is required for Company staff.

2.   REAL THREAT: You are physically confronted by an employee or client with intent and ability to do bodily harm. A person finding themselves in this situation has very few options readily available to them.

L.   VIOLENCE IN THE WORKPLACE (continued)

   a.   You must stay very calm and try to calm the person down verbally. Agree with the person, even if you disagree; it is safer to agree than to force a quick confrontation.

   Do not do anything to escalate the situation. Try to notify other staff of the situation without being obvious.

   Try to get a telephone call into the police by calling 911, leaving the line open if you cannot talk directly. Emergency operators may be able to listen and trace the call's origin in most cases.

   If you can get a call into 911, emphasize key words to tip the police to your circumstance: weapon, bomb, hostage, location; and keep talking on the phone as long as you can.

   b.   Ask questions that will direct the anger away from you. Do everything you can to direct the person's anger to someone or something that is in another location. You need to take as much time as you can, try to remove yourself from the threat or buy time to allow help to arrive. Volunteer to go get the person they are really angry at.

   The person you are dealing with may or may not be rational. Be very careful not to make any sudden moves or show excitement in your voice. Be patient and calm. Discussing the cause of the hostility may allow you to defuse the situation or provide you the opportunity to escape.

M.   LIGHT SEARCH AND RESCUE GUIDELINES

Search and rescue operations in severely damaged buildings requires individuals with highly specialized training and equipment and should only be undertaken by trained Urban Search and Rescue (USAR) Teams. After a major earthquake or other disaster that causes region-wide damage, employees may be on their own for the first 72 hours or longer. In this situation, SERP Emergency Response Team members should initially try to determine whether employees are missing and may be trapped in the building by using the Personnel Roster forms. If a building search is warranted, light search and rescue should be considered only when damage to the building appears to be minor and limited in scope and only by Emergency Response Team members. Team members should observe the following guidelines:

a.   Never conduct a search alone. Work with a partner. Plan your search; do not wander. Never use candles, matches or lighters for illumination.
b.   Feel the top and bottom of the front door with the back of your hand before you enter. Do not enter if it is hot. Cautiously open the door if it is cool. Repeat this at every closed door.
c.   Check the door jams, the walls and the ceilings for cracks and splinters. Also check for other hazards. Broken glass and bowed structures, including windows, could indicate that the building is near collapse. **Do not enter if it appears unsafe. Prepare for aftershocks.**
d.   While you're in the lobby or entry way, sniff for the odor of natural gas. If you smell gas, open the front and back doors and as many windows as possible without going inside. Enter the structure only when the odor of gas is gone.

e. While still in the lobby or entry way, loudly call out, "Is anyone here?" Listen for a response. If someone answers, ask where they are and the type of help needed. If you don't hear anything, ask that anyone trapped make some kind of noise. Listen for cries, moans, thumping, banging or other indications that someone needs help.

f. If it's dark, slowly sweep each room with your flashlight before entering. Check the floor and ceiling for holes, fallen beams, glass and other hazards.

g. Systematically search each room. Check in offices, under desks, inside closets, storage rooms, restrooms. Stay with your partner and communicate often.

h. Maintain contact with the wall if it's dark. Follow the wall to return to the original door if you become confused about your location.

i. If you find an injured person, determine, to the best of your ability, the nature of his or her injuries. Do not move a person whose limb is under a heavy object; immediately seek qualified first aid and advanced life-support assistance if he or she cannot move on his or her own.